



MaineCare
Health Care for Maine People

UPDATE

MAINECARE: A NEW NAME FOR MEDICAID AND CUB CARE

Legislation passed by the 120th Maine Legislature changed the names of all of the state's health insurance coverage programs to MaineCare. Effective July 1, 2002, MaineCare will be the new overarching name for a variety of different benefits including Medicaid, Cub Care, Maine PrimeCare, HealthWorks, Drugs for the Elderly or Disabled, Healthy Maine Prescriptions, MaineNet, Medical Eye Care, and Early Periodic Screening, Diagnosis and Treatment Services (EPSDT).

The change to MaineCare will unify all of the traditional Medicaid coverage and waivers under one program name. Only the name is different. Member benefits and provider requirements remain the same.

In December, the Department sent notices to current MaineCare members, providers and community agencies informing them of the name change. Over the next several months, we will be implementing several public awareness initiatives such as airing TV and radio public service announcements and introducing application forms, member ID cards, and other written material that reference MaineCare. We are also revising the Department's website and telephone message scripts.

If you have any questions about the name change, contact Linda Schumacher at the Bureau of Medical Services at:

E-mail: Linda.Schumacher@state.me.us

Telephone: 207-624-5529

NEW PHONE NUMBERS FOR MAINECARE

EFFECTIVE IMMEDIATELY NEW PHONE NUMBERS FOR PRIMARY CARE PROVIDER NETWORK SERVICES INFORMATION ONLY

Maine and NH Toll-free:	866-796-2463
Out of area and local:	207-287-7131
FAX:	207-287-1864

PCP NETWORK SERVICES INFORMATION

(no change-just new numbers)

Primary Care Case Management support
PC-PIP Information
PCP Enrollment
Management Fee information
Member panel information/reports
Referral forms

PCP site education and support
Newsletters
Coordination of services support
Member Education Request Forms

OTHER MAINECARE INFORMATION LINES *(no change)*

Member services/questions:	1-800-977-6740
TTY/TDD for deaf/hard of hearing:	1-800-977-6741
Member eligibility/claim status:	1-800-452-4694 or 207-287-3094
Policy interpretation	1-800-321-5557
Billing questions	1-800-321-5557
Provider Information Changes	1-800-321-5557
General questions on MaineCare	1-800-321-5557

MAINE DEPARTMENT OF HUMAN SERVICES

Kevin W. Concannon, Commissioner • Bureau of Medical Services • Quality Improvement Division
1 V.A. Center, Building 205, Third Floor • 11 State House Station, Augusta, Maine 04333 • 800-566-3818 • TTY/TDD 800-423-4331

To receive this newsletter by mail, contact Faye Patterson at 207-287-4827

OUT-OF-STATE PRIOR AUTHORIZATION

The Bureau of Medical Services gets many requests for members to receive services out of state. Often, there seems to be confusion about what information is necessary for the Bureau to make a decision.

All Out-of-State services, with the exception of emergency services, have to be prior authorized through the BMS' Prior Authorization Unit.

To obtain prior authorization for out of State services, please apply in writing to the PA Unit. The address is :

BMS/PA Unit,
11 State House Station,
Augusta, ME 04333

The Unit fax number is 207-287-7643. The Unit phone number is 287-2033.

Items to include in the physician's letter;

- Patient's name;
- Patient's Medicaid identification number;
- Diagnosis (describe diagnostic studies and treatment completed to date along with results, and clinical records upon which the request the out-of-state referral has been made). Send clinical records to support

diagnosis and referral;

- Names of physicians and/or facilities to whom the patient has previously been referred in Maine for diagnosis and/or treatment. Send second opinion documentation (if applicable);
- Physicians consulted by attending physician relative to availability of diagnosis and/or recommended treatment in Maine. Send second opinion supporting out-of-state referral;
- Recommended treatment or further diagnostic work;
- Reasons why medical care cannot be provided in Maine or the next closest location outside the State; and
- Names of physicians and facility outside Maine to provide services and date of appointment if known.
- Make sure any in-state resources are explored before requesting out-of-state services.

Please let us know if you have any questions or concerns. We want to work with you to make certain the member receives needed services.

MAINECARE MANAGED CARE TWENTY-FOUR HOUR COVERAGE OBSERVATIONS

MaineCare Managed Care is designed to place the care of patients in the setting of the primary care provider's office and, in turn, ensure prevention services and continuity of care for our members. Members are educated, as they enroll, that regular preventive care and care for illnesses with the same primary care provider is important to the health and well being of themselves and their children. In addition, members are informed that their primary care provider is available or has made arrangements for after hours care, as well as during normal office hours, and their coverage arrangements are specified in writing when they enroll as a PCP so that access is assured.

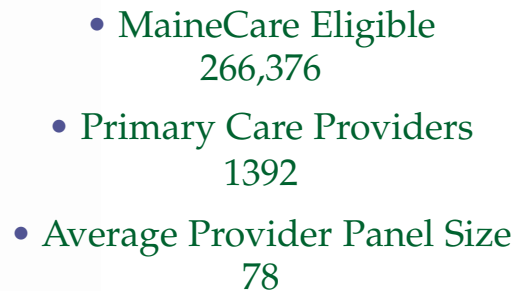
The Bureau of Medical Services is very pleased with the work being done by our PCP network and want to congratulate our PCPs for a job well done. Random quality observations over the

course of 2001 have spoken highly of our primary care provider community. Quality observations of 438 sites revealed that 94.3% of providers were available for the care of their patients at any time, during or after office hours. In cases where providers were not available, the reasons for their unavailability ranged from:

- Electrical or equipment failure,
- Office staff forgot to turn on answering machine or forward calls to a service.

Any changes to coverage arrangements may be reported in writing to Kathy Levasseur and either faxed (207-287-1864) or mailed to the Bureau of Medical Services, Division of Quality Improvement.

Thank you to all of our primary care providers for being available to provide quality care to our members. Through your steadfast efforts we are on our way to a healthier Maine.



MaineCare Enrollments as of January 2002					
County	MaineCare Eligible	Managed Care Eligible	% of MaineCare Population	Managed Care Enrolled	% of Eligible Population
Androscoggin	25,232	10,110	40%	9,608	95%
Aroostook	22,058	8,593	39%	8,374	97%
Cumberland	39,683	15,632	39%	14,924	95%
Franklin	7,633	3,256	43%	3,149	97%
Hancock	8,838	3,426	39%	3,262	95%
Kennebec	25,955	10,440	40%	10,057	96%
Knox	7,486	3,161	42%	3,043	96%
Lincoln	6,009	2,532	42%	2,441	96%
Oxford	14,676	6,386	44%	6,185	97%
Penobscot	33,059	13,945	42%	13,437	96%
Piscataquis	4,857	2,024	42%	1,970	97%
Sagadahoc	5,323	2,215	42%	2,139	97%
Somerset	15,166	6,625	44%	6,362	96%
Waldo	8,776	3,738	43%	3,604	96%
Washington	11,432	5,056	44%	4,891	97%
York	30,193	11,932	40%	11,360	95%
Totals	266,376	109,071	41%	104,806	96%

CASE MIX/CLASSIFICATION REVIEW UNIT

The Case Mix/Classification Review Unit is responsible for the ongoing monitoring of the combined Medicaid/Medicare Reimbursement and Quality Assurance System throughout the state of Maine. The Centers for Medicare and Medicaid Services (CMS formerly the Health Care Financing Administration) mandates the use of a standardized, universal assessment tool Minimum Data Set 2.0 (MDS) for all long-term care Nursing Facility residents. The MDS is the basis for Case Mix payment, Quality Indicators and Resident Assessment Protocols in Nursing Facilities.

The Case Mix Unit is also responsible for the ongoing development, implementation and education of a case mix system for Level II Cost Reimbursed Assisted Living

Facilities. Case Mix payment was implemented in July 2001.

Registered Nurses visit all Nursing Facilities and Level II Assisted Living Facilities to review the accuracy of the assessment data. Monthly training sessions are offered for both the MDS and the MDS for RCF to assist facility staff in completion of the form and the payment system.

The Classification Unit serves as the technical HELP DESK for all the Nursing Facilities and Home Health Agencies. They are the direct line of communication for problem solving and assistance for all facets of the data submission process.

This unit is also responsible for other MaineCare (formerly Medicaid) benefits, i.e., Katy Beckett, Private Duty Nursing and Hospice benefits.

PHARMACY NEWS

There are several web sites where MaineCare pharmacy information may be accessed.

See http://www.state.me.us/bms/pharmacy_update.html for general pharmacy issues and contact information.

See <http://www.ghsinc.com/home.html> and click on Pharmacy PA for drug lists, memos, and Prior Authorization forms. Coming soon, a site for Drug Utilization Review (DUR) Committee meetings, agendas, and minutes.

For other drug assistance programs, check out:

<http://www.state.me.us/dhs/beas/medbook.htm> or,
<http://www.phrma.org/searchcures/dpdpap/>.



BLOOD LEAD SCREENING RATES

MaineCare Lead Testing rates among FP/GPs and Pediatricians, 7/01/2000 - 6/30/2001.

Rank	Family Practice/GP	Age One	% with 1+ Test
1	Deborah A. Learson	20	75.0%
2	Paul J. Davis	20	70.0%
3	Cydney Mahoney	10	60.0%
4	Micheal Lambake	27	59.3%
5	Patrick J. Connolly	12	58.3%
6	Paul W. Templeton	18	55.6%
7	Thomas Mills	11	54.5%
8	Timothy Theobald	12	50.0%
9	Eric J. Caccamo	12	50.0%
10	Eugene P. Paluso	24	50.0%

Rank	Family Practice/GP	Age Two	% with 1+ Test
1	Rosalind R. Waldron	11	45.5%
2	Timothy Theobald	14	42.9%
3	Kamlesh N. Bajpai	12	41.7%
4	Eric J. Caccamo	10	40.0%
5	A. Dorney	10	40.0%
6	Maile J. Roper	11	36.4%
7	Nicole Cherbuliez	11	36.4%
8	Donald G. Brushett	43	32.6%
9	Paul W. Templeton	16	31.3%
10	Gust S. Stringos	14	21.4%

Rank	Pediatrics	Age One	% with 1+ Test
1	Ann P. Simmons	55	78.2%
2	Gautam S. S. Popli	64	76.6%
3	Colette M. Sabbagh	62	75.8%
4	Norman H. Sedar	36	75.0%
5	Stephen M. Donnolly	15	73.3%
6	Deborah L. Patten	25	72.0%
7	Lila H. Monahan	78	71.8%
8	Scott J. Clough	63	69.8%
9	Iris Silverstein	54	68.5%
10	John Hickey	69	68.1%
11	Melissa Burch	69	68.1%

Rank	Pediatrics	Age Two	% with 1+ Test
1	Kathleen Hickey	58	65.5%
2	Lila H. Monahan	45	64.4%
3	John Hickey	56	55.4%
4	Iris Silverman	47	55.3%
5	Margaret R. Lewis	13	53.8%
6	Kathryn S. Rutledge	28	50.0%
7	Lori Eckerstorfer	20	50.0%
8	Norman H. Sedar	20	45.0%
9	Michael P. Hoffmann	64	42.2%
10	Ann P. Simmons	24	41.7%